

## REMARKS

Reconsideration and further prosecution of the above-identified application are respectfully requested in view of the the discussion that follows. Claims 1-25 are pending in this application.

The drawings have been objected to. In response, new drawings have been submitted herewith for the Examiner's approval.

Claims 1-3, 11-19 and 21-24 have been rejected under 35 U.S.C. 103(a) as being obvious over U.S. Patent No. 6,263,065 to Durinovic-Johri et al. in view of U.S. Pat. No. 5,751,795 to Hassler et al. Claims 4-9 have been rejected under 35 U.S.C. 103(a) as being obvious over Durinovic-Johri et al. in view of Hassler et al. and U.S. Pat. No. 5,335,268 to Kelly, Jr. et al. Claims 10, 20, and 25 have been objected to as being dependent upon a rejected base claim, but allowable if rewritten in independent form. Claims 1, 10, 11, 21 and 25 have been amended. After a careful review of the claims (as amended), is believed that the claim are in condition for allowance and therefore reconsideration is respectfully requested.

Claims 1-25 have been rejected as being obvious over Durinovic-Johri et al. In response, independent claims 1, 11 and 21 have been amended to clarify system messages and system peripherals. As originally claimed and disclosed the messages are system messages refering to message traffic among peripherals of the automatic call distributor system. System peripherals are discussed throughout the specification (e.g. page 5, lines 6-9).

In contrast, Durinovic-Johri et al. is directed to removal of calls. Durinovic-Johri et al. states at Col. 6, line 66 to

Col. 7, line 1 that "a call is removed from the queue either because it is answered or because the caller abandoned the call before the call is answered." Further, the section of Durinovic-Johri et al. (FIGS. 5, 6 and column 6, line 65 to column 7, line 10) relied upon by the Examiner (Office Action of 7/27/05, page 3, lines 18-22) fails to refer to the routing or not routing of any other messages. As such, independent claims 1, 11 and 21 are now clearly differentiated over Durinovic-Johri et al.

With regard to Hassler et al., the Examiner asserts that "Hasler teaches broadcasting information from one peripheral to another (column 6, lines 20-31)" (Office Action of 7/27/05, page 4, lines 1-2). However Hassler et al. explicitly states that "characters . . . to be broadcast . . . is to be sent to some or all of the agents" (Hassler et al., col. 6, lines 22-26). However, the specification explicitly states that "Since each host 20, 22, 24 and each ACD 14, 16, 18 performs a supporting function with the system 10 hosts or ACDs may be individually referred to as system peripherals" (specification, page 5, lines 6-9). Since an agent is not a system peripheral, the claims are now clearly differentiated over Hassler.

In summary, neither Durinovic-Johri et al. or Hassler et al. (or the combination of Durinovic-Johri et al. and Hassler et al.) teach or suggest broadcasting system messages or deleting system messages based upon a content of a message table. As such, the combination fails to teach or suggest each and every claim element. Since the combination fails to teach each and every claim element, the claims are believed to be distinguishable over the cited references.

Claims 4-9 have been rejected as being obvious over Durinovic-Johri et al. However, Kelly, Jr. et al. also fails to provide any teaching relating to broadcasting system messages or

deleting system messages, or to the claimed message table used for broadcasting and deleting system messages. Since Kelly Jr. et al. fails to provide any tracking of these elements, the combination fails to teach or suggest each and every claim element. Since the combination fails to teach each and every claim element, the claims 4-9 are distinguishable over the combination of references.

Allowance of claims 1-25, as now presented, is believed to be in order and such action is earnestly solicited. Should the Examiner be of the opinion that a telephone conference would expedite prosecution of the subject application, he is respectfully requested to telephone applicant's undersigned attorney.

Respectfully submitted,  
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